



Module 2: DEERS



Module Objectives

After this module, you should be able to:

- **Explain the purpose of DEERS**
- **Identify who determines TRICARE eligibility**
- **State how and when to update DEERS data**
- **List special eligibility categories for DEERS enrollment**



Introduction to DEERS

- In order for beneficiaries to be eligible for TRICARE benefits or to receive care in a military treatment facility, they must first be registered in the **Defense Enrollment Eligibility Reporting System (DEERS)**
- DEERS contains benefit and entitlement eligibility information for uniformed service members, uniformed service retirees, other personnel as directed by the Department of Defense (DoD), and their eligible family members



What is DEERS?

- DEERS is a DoD database containing personnel and medical data
 - It is the definitive source for identifying and verifying DoD affiliation
- It links the military personnel community, the Military Health System, and the regional contractor's DEERS Online Enrollment System
- DEERS records information such as eligibility, enrollment, primary care manager assignment, catastrophic caps, deductibles and enrollment fee totals



TRICARE Eligibility

- TRICARE eligibility is determined by the seven Uniformed Services
 - Army
 - Marine Corps
 - Navy
 - Air Force
 - Coast Guard
 - Public Health Service
 - National Oceanic Atmospheric Administration



- Beneficiaries should contact the nearest military personnel office, ID card-issuing facility, or the DEERS Support Office to get assistance with eligibility concerns



DEERS Information

- The following information can be found in DEERS:
 - Military sponsor's name
 - Family members' names
 - Mailing addresses and telephone numbers
 - Social Security Numbers
 - Dates of birth
 - Genders
 - Program information (e.g., program eligibility, enrollment in other health insurance)



Sponsor Status Change

- There are certain changes in a sponsor's status that require updating DEERS records, such as:
 - Activation
 - Reenlistment
 - Separation
 - Retirement
 - Relocation/change of address
 - Medicare eligibility



Family Member Updates

- Common reasons to update DEERS records for family members include the following life events:
 - Marriage
 - Divorce
 - Birth
 - Adoption
 - Death
 - Relocation/change of address
 - Enlistment of a dependent child in the military
 - Child enrolled as a full-time college student beyond 21st birthday
 - Eligibility ends at graduation or 23rd birthday, whichever comes first
- It is the sponsor's responsibility to ensure DEERS records are accurate and up to date for all eligible family members



Updating Personal Information

- Beneficiaries can verify and update personal information in DEERS by:
 - Visiting the nearest military personnel office or local ID card-issuing facility
 - Contacting the DEERS Support Office (DSO): **1-800-538-9552**
(TTY/TDD: **1-866-363-2883**)
 - Faxing changes to DSO: **1-831-655-8317**
 - Mailing address changes to DSO:
DEERS Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771



Updating Personal Information via Web

- Active duty members may update certain personal information in DEERS via the following portals:
- Army Knowledge Online (AKO)
- Defense Knowledge Online (DKO)
- Navy Knowledge Online (NKO)
- Stateside TRICARE-eligible service members, retirees, and their family members can update certain information via the Beneficiary Web Enrollment Web Portal (BWE) at <https://www.dmdc.osd.mil/appj/bwe/>
 - BWE is not available overseas
- The BWE site is linked directly to the DEERS database, so when information is updated, it not only updates in DEERS, but also with the respective regional contractor's enrollment system



Special Eligibility and DEERS Enrollment Categories

- Eligibility categories in which special provisions are made regarding DEERS enrollment and eligibility:
 - Newborns
 - Pre-Adoptive/Adopted Children
 - Transitional Survivors and Survivors
 - Incapacitated Dependent Children
 - Unremarried Former Spouses



Newborns

- The Department of Defense requires all TRICARE-eligible beneficiaries to be registered in DEERS, including newborns
- Newborns are TRICARE eligible from birth through the first year of life, even without being registered in DEERS
 - **For 60 days after birth:** a newborn is covered under the TRICARE Prime (managed care) option, as long as one additional family member is already enrolled in TRICARE Prime or TRICARE Prime Remote
 - **From 61 to 365 days from birth:** if the child is not registered in DEERS, any claims submitted will be processed under the TRICARE Standard (fee-for-service) option, where higher out-of-pocket expenses are incurred
 - **After 365 days from birth:** if the child is not registered in DEERS, the child loses TRICARE eligibility until they are registered



Pre-Adoptive/Adopted Children

- Pre-adoptive and adopted children are **not** eligible for TRICARE **until** they have been properly registered in DEERS
 - Once registered, pre-adoptive/adopted children are covered under TRICARE Prime for 60 days, as long as one other family member is enrolled in Prime or Prime Remote; after 60 days, if the child is not enrolled in Prime, claims will be processed under TRICARE Standard
- Sponsors should register the child in DEERS once assigned legal custody, whether temporary or permanent
- Additional legal forms may be required by the sponsor's branch of Service for pending/permanent adoptions
 - Sponsors should contact their personnel offices to verify what documentation may be needed



Registering Newborns, Pre-Adoptive/Adopted Children in DEERS

- The following documents are required to register a child in DEERS:
 - A certificate of live birth issued by the hospital/birthing center or finalized adoption forms
 - A DD Form 1172, “Application for Uniformed Services Identification and Privilege Card” signed by the sponsor
 - If the sponsor is unable to sign in person, the DD Form 1172 must be notarized
 - **Pre-adoptive/adopted children:** Legal forms, as specified by the sponsor’s branch of Service, for pending/permanent adoptions



Transitional Survivors and Survivors

- Family members are entitled to TRICARE benefits as transitional survivors and survivors if their active duty service member sponsor died while serving on active duty for a period of more than 30 consecutive days
- **“Transitional Survivors”** are family members (spouse and children) of the deceased sponsor
 - The spouse and children are regarded as “transitional survivors” for three years from the date of the sponsor’s death
 - TRICARE pays transitional survivor claims at the active duty family member payment rate
- **“Survivor”** are spouses of the deceased sponsor
 - The spouse is regarded as a “survivor” after the three year anniversary of the sponsor’s death
 - TRICARE pays survivor claims at the retiree family member payment rate



Transitional Survivors

Children

- Transitional survivor status ends at age 21 or age 23, if enrolled full-time in an institution of higher education and dependent on sponsor for 50% of financial support

Incapacitated Children

- Incapacitated children retain transitional survivor (active duty family member) status until:
 - Three years from the sponsor's date of death
 - Upon reaching age 21 or age 23, if enrolled full-time in an institution of higher education and dependent on sponsor for 50% of financial support
 - Whichever comes later, thereafter they are covered as if they are retiree family members conditionally



Special Eligibility Categories

- Beneficiaries who fall under the following categories may remain eligible for TRICARE:
 - Family members of an active duty service member who was discharged as a result of a court-martial conviction or were separated for spouse or child abuse
 - Abused or former spouses and dependent children of active duty service members who were eligible for retirement, but had their retirement revoked as a result of spouse or child abuse
 - Spouses and children of representatives of NATO and Partners for Peace nations that are signatories to the respective Status of Forces Agreements with the U.S., while stationed in or passing through the U.S. on official business
- These beneficiaries should contact the nearest military personnel office to verify TRICARE eligibility



Unremarried Former Spouses

- Unremarried former spouses are no longer TRICARE eligible if they:
 - Remarry, even if the remarriage ends in death or divorce
 - They may gain TRICARE eligibility through a new spouse
 - Purchase and are covered by an employer-sponsored health plan
 - Were the former spouse of a NATO or Partners for Peace nation member
- Unremarried former spouses should contact the nearest military personnel office to verify TRICARE eligibility



Congratulations! You've Completed Module 2: DEERS

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